



## West Wimmera Health Service

### Position Description

<b>Position:</b>	<b>Oral Health Therapist (OHT)</b>
<b>Location:</b>	Based at Nhill Dental Clinic but may be required to work across other WWHS sites as mutually agreed upon
<b>Reporting to:</b>	Executive Director of Community Health
<b>Division:</b>	Community Health
<b>Award:</b>	Victorian Public Health Sector – Dental Therapists, Dental Hygienists and Oral Health Therapists Enterprise Agreement 2018-2022
<b>Level:</b>	2C (or Year level dependent on skills, qualifications and experience as per Award)

#### Overview of West Wimmera Health Service

Our community is the heart of West Wimmera Health Service (WWHS). We are committed to delivering high quality, patient centred health services to ensure our services meet the needs of our population.

We deliver services across a 22,000 square kilometer region, which is home to nine rural townships including Nhill, Goroke, Jeparit, Kaniva, Rainbow, Natimuk, Minyip, Murtoa and Rupanyup.

#### Our Values

**Strong leadership and management** – we value our organization and will encourage exceptional professional skills and promote collaborative teamwork to drive better outcomes for our consumers.

**A safe environment** – the safety of our staff, patients, and visitors is fundamental to how we operate.

**A culture of continuing improvement** – the delivery of superior care to our consumers motivates a culture of quality improvement in all that we do.

**Effective management of the environment** – our service is managed in ways which minimize our impact on the natural environment.

**Responsive partnerships with our consumers** – we maintain a productive relationship with our communities and stakeholders through open communication, honest reporting and a willingness to embrace constructive suggestions.

#### Our Strategic Directions

Strategy one:	Empower our community to live their best life
Strategy two:	Invest in population health
Strategy three:	Build partnerships for healthier communities
Strategy four:	Harness technology and innovation
Strategy five:	Strengthen our workforce capacity

**Position Relationships:**

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none"> <li>• Dental Services staff</li> <li>• Dental Administration Co-ordinator</li> <li>• Executive Director of Community Health</li> <li>• All WWHS staff</li> </ul>	<ul style="list-style-type: none"> <li>• Medical Practitioners – GP’s &amp; Specialists</li> <li>• Wimmera communities – consumers and stakeholders</li> <li>• Health and community organisations, local, regional and state-wide</li> <li>• External consultants and practitioners</li> </ul>

**Position Overview:**

- To provide the appropriate and efficient delivery of public and private dental services at West Wimmera Health Services.
- To achieve the highest standard of patient care in line with Dental Health Services Victoria policies and promoting the philosophies and objectives of West Wimmera Health Service.
- The provision of clinical duties within the scope of publicly & privately funded dental services and within their scope of practice.

**Key Selection Criteria:****Essential:**

1. Registered as an Oral Health Therapist with the dental practice board (AHPRA).
2. Demonstrate ability to lead, coordinate and facilitate the implements of oral health promotion programs.
3. Demonstrated knowledge of contemporary clinical dentistry.
4. Excellent interpersonal, communication and organisational skills.
5. Ability to plan and manage clinical activates.
6. Sound awareness and understand of Infection Control principles as they relate to the positions designated area of work.
7. Commitment to professional development.
8. Demonstrate commitment to people centred care.
9. Ability to work as a team member within a multidisciplinary environment.
10. Knowledge of and commitment to Quality Improvement.
11. Understanding of WHS legislation as it relates to employee’s responsibilities.
12. Possession of current Driver’s Licence.
13. Willingness to travel to various work locations.

**Desirable:**

1. Previous Experience in a Dental Practice.
2. Two Years’ experience as an OHT.
3. Intermediate computer skills
4. Understanding of public health philosophy and commitment to population health.

**Key responsibilities:**

- Actively contribute as a team member to the effective operation of the Dental Department, including attendance at regular team meetings.
- Work effectively and collaboratively within the broader WWHS and Community Health Team context.
- Establish and maintain positive relationships with external agencies and strategic partners in relation to effective delivery of Dental services and community development across the Wimmera.
- To support the organisation to deliver quality services within their scope of practice and adhere to registration requirements set by AHPRA.

- To strengthen relationships with customers and clinicians to enhance the image of the Dental Unit.
- This position will demonstrate the following qualities – high level of clinical competence, highly developed communication and leadership skills, and sound organisation skills.

#### **Statement of duties:**

#### **Clinical Support:**

- Manage patients, with the assistance of experienced clinicians when required, within competency and experience levels as defined by the DHSV Credentials and Scope of Clinical Practice Procedure and as assessed by regular record audit.
- Where appropriate refer patients with complex treatment to external specialists and dentists.
- Maintain and process patient's records in accordance with DHSV Clinical Records Standards and the Health Records Act 2002.
- Optimise functionality of electronic patient management system
- Undertake duties in a professional manner when dealing with patients and the public, including responding to inquiries and complaints
- Actively engage in operational activities including electronic communications, meetings, managing complaints and accreditation requirements.
- Provide patient focused dental hygiene treatment to patients of all ages
- Treatment plan appropriate management and treatment phases for periodontal care
- Work closely with external organisations.
- Provide quality care to children in the Wimmera / Mallee region, working out of the Mobile Dental Clinic
- Liaise with school staff regarding dental treatment and health education and be flexible and work in conjunction with school rosters to complete dental treatments
- Aid Dental Assistant with setup and pack up of the Mobile Dental Clinic
- Provide Oral Health education to children and parents
- Undertake accurate diagnosis and treatment planning, including the identification of high risk patients.
- Maintains a professional approach and promote good inter-personal relationships both within and outside the unit / organization consistent with WWHS values.
- Provide clinical mentorship to junior OHT's and / or Dental Assistants.
- Be responsible for management of your dental schedule and delegate tasks effectively where appropriate.
- Demonstrate cooperation through flexibility in task performance, work location and hours of work.
- Recognize own ability and level of professional competence.
- Undertake general administrative duties, including data collection for monitoring and evaluation of programs, and other administrative tasks as directed.
- Maintain confidentiality at all times.
- Ensure that services delivered are effective, efficient, coordinated and patient focused and advise of any opportunities to increase efficiency, effectiveness and productivity.
- Liaise and network with relevant professional and community groups. Lead, coordinate and participate in the planning, implementation and facilitation of oral health promotion programs.

#### **Professional Practice:**

- Demonstrate a commitment to positive promotion of the organisation within the community.
- To effectively communicate with all levels of staff and members of the public and form part of a progressive dental team.
- As part of a progressive dental team contribute to the improvement in work procedures, processes so goals, and plans for the dental unit are achieved.
- Undertake and complete professional development and continuing education.
- Participate in the Clinical Peer Review programs (when available).
- Provide guidance to young people participating in Dental experience programs.

**Adaptability:**

- To have the ability to cope with rapidly changing circumstances and quickly grasp new concepts.
- To have the ability to cope with conflict and ensure a safe outcome is delivered for staff and customers.
- Work with clients with special needs of all ages
- Ability to adapt and problem solve in high stress situations.
- Manage and adapt to changes in uniquely integrated rural dental service.

**Quality:**

- Ensure that all documentation is completed and correct within Dental Health Services Victoria, Australian Dental Board and policy guidelines.
- Assist with the planning and implementation of Quality Activity Programs in line with the National Safety and Quality Health Service (NSQHS) Standards.
- Provision of an advanced level of clinical care that is of a quality consistent with WWHS clinical standards and policies, inclusive of Infection Control and Work Health and Safety (WHS) policies and procedures.

**Community Involvement:**

- Promote oral health concepts through communication and participation in community affairs.
- Co-operate fully with School and community groups to facilitate screening and treatment programs.
- Strengthen and develop good relationships with stakeholders including volunteer groups associated with the West Wimmera Health Service and other interested groups in the community.
- Support the development and implementation of the Oral Health Promotion Plans with the Health Promotion Team, Oral Health Promotion trained Dental Assistant, Dentists and other Oral Health Therapists.

**Safety and Risk Management:**

- Adhere to all mandatory compliance requirements, such as: Manual Handling, Fire Evacuation, etc.
- Ensure you are aware of the West Wimmera Health Service's emergency procedures.
- Assist with orientation of new personnel in accordance with the Service's policy.
- Participate as required in regular checking programs to ensure that all equipment is in good working order, identifying and recommending repairs and replacements as required.
- Ensure that all risks are identified and reported to the Administration Coordinator so they can be put on the WWHS Risk Register and are implemented expeditiously
- Each employee has a responsibility to minimize exposure to incidents of infection/cross infection of residents, staff, visitors and the public.

**Communication:**

- Communicate directly with patients and relatives, providing relevant information regarding the patients' condition, treatment and future care, encouraging their participation in patients' care.
- Disseminate information to other health care workers to facilitate a team approach to patients' care.
- Liaise with other West Wimmera Health Service departments (for example Dietetics, Quality, Maintenance) in promoting good working relationships to achieve the optimum provision of quality patient care.
- Attend relevant meetings with peers and committees.
- Each employee has a responsibility to comply with West Wimmera Health Service Privacy Policy, and to strictly maintain the confidentiality of any information obtained in the course of his or her employment. Any breach of the Privacy Policy will result in disciplinary action and/or dismissal and a possible fine under the conditions of the Health Services Act (Vic).
- Ability to work with a translator.
- High level of communication skills working with a variety of ethnical background, being able to inform clients of procedures in basic terminology.

- Demonstrate the ability to work in a team environment and communicate effectively with a variety of people
- Strengthen and develop relationships with stakeholders and departments to ensure business viability and opportunities are identified.

**Appraisal:**

- Initial appraisal – 3 months after appointment
- Thereafter – 12 monthly.

**Certification**

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

<b>Authorised by:</b> Executive Director Community Health	
<b>Name:</b>	
<b>Signature:</b>	<b>Date:</b>

<b>Position Incumbent Name:</b>	
<b>Signature:</b>	<b>Date:</b>

**Updated January 2021**